

BUSINESS FIRE SAFETY VISIT – CUSTOMER SATISFACTION FEEDBACK
QUARTER THREE 2019-20 (Oct - Dec 2019)

The data for the third quarter of 2019/20 (October, November, December) has been collected using a combination of online and hard copy surveys. All staff conducting Business Fire Safety Visits are asked to leave a postcard at every property they visit. Over the period **17** surveys were returned (8 hard copy, 9 online) from 261 visits that have been closed down – a 6.5% response rate. The results were as follows:

Q1 I understand why the fire safety visit was needed?

	Total	%
Strongly agree	16	94
Agree	1	6
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q2 The visit did not cause more disruption to the business than was necessary?

	Total	%
Strongly agree	13	76
Agree	4	24
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q3 The business was treated fairly?

	Total	%
Strongly agree	14	82
Agree	3	18
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q4 The actions identified were reasonable?

	Total	%
Strongly agree	13	81
Agree	3	19
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	1	0

Q5 I now feel better able to manage fire risk as a result of the advice provided?

	Total	%
Strongly agree	11	65
Agree	6	35
Neither	0	0
Disagree	0	0
Strongly disagree	0	0
N/A	0	0

Q6 Overall, how satisfied or dissatisfied are you with the Business Fire Safety Visit service you received?

	Total	%
Very satisfied	16	94
Fairly satisfied	1	6
Neither	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0
N/A	0	0

Q7 How could we improve our Business Fire Safety Visit service?

The first three comments/suggestions below flag up possible improvements, the remainder are not suggestions but rather positive comments praising the service.

- 'You might consider bringing a 'handout' that could be filled in after your visit showing Gas Shut Off points, Hydrant Positions and other relevant information that could be handed to the Emergency Services on arrival, if they need to attend site in an emergency'.
- 'The use of 'what3words' for specific locations may be useful if adopted by the Fire Service in Derbyshire'.
- 'The visit took several phone calls in both directions before a suitable date could be arranged. Can this be done via an online booking system?'

ACTION: Please could the Protection Team consider the above suggested comments/improvements and feedback to the Service Improvement Team.

- 'Service was extremely professional and extremely courteous'.
- 'It was fine'.
- 'It is good enough as it is, a very friendly team arrived and dealt with us'.
- 'No improvements needed, thank you'.
- 'Happy with the service as it was'.

Q8 If you have used the DFRS website, did you find it useful?

	Total	%
Yes	2	12
No	0	0
Not used the website	15	88